

Tiered Supports: Improving Quality of Life

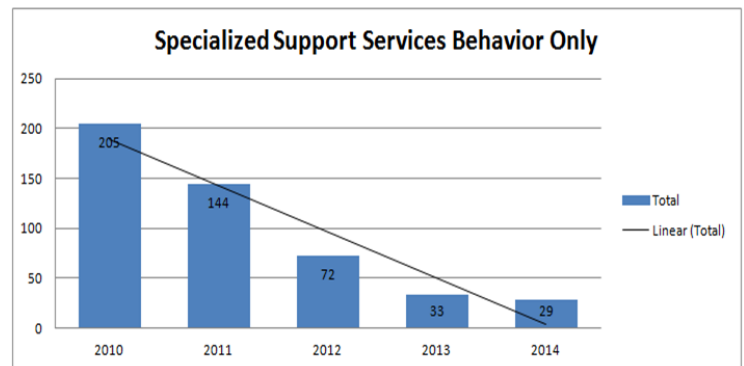
AGENCY TIERED SUPPORTS IN KIRKSVILLE: CHANGING SYSTEMS TO IMPACT LIVES

Specialized Support Services provides services to persons in individualized supported living (ISL) and group homes with the Kirksville, Central Missouri and Albany regions of Missouri. They support individuals with significant medical needs, as well as individuals with difficult behavior.

In April 2012, Specialized Support Services (SSS) committed to participation in the Agency Tiered Supports process provided by the MO DDD (Division of Developmental Disabilities) Behavior Resource Team. The Agency Tiered Supports process involves collaboratively evaluating and developing systems, data and practices to improve implementation of strategies and processes that impact the quality of life of the persons supported and staff providing supports. Prior to participating in Agency Tiered Supports, individuals with difficult behaviors were requiring extensive involvement of managers, staff and the behavior resource team. Many individuals changed providers, were hospitalized or had law enforcement involvement.

Through the consultation process, SSS developed agency wide values to teach individuals as well as the staff within the agency. Those values were then broken down in to clearly defined expectations for individuals and employees. Staff were trained in the Tools of Choice curriculum and other “universal strategies” that helped them to respectfully manage difficult behavior and build positive relationships. The agency built new systems to increase desirable behaviors of persons supported and those supporting. They have also looked at how to reduce staff turnover by improving training and reinforcing staff performance.

As a result of the agency’s efforts to better support individuals with difficult behavior, SSS has experienced an 83.90% decrease in serious events reported from January 2010 until December 2013. Physical altercations between individuals and agency staff have reduced by 85.18% and physical altercations between individuals have reduced by 81.16%. Specialized Support Services continues to work diligently to implement proactive preventative strategies to improve quality of life while reducing the likelihood of serious behavior occurring.



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